ITIL Lite -
A Practical Approach To ITIL For SMEs

ITIL

The Information Technology Infrastructure Library (ITIL) is a set of concepts and practices for Information Technology Services Management (ITSM), Information Technology (IT) development and IT operations. ITSM derives enormous benefits from a best practice approach as it is driven both by technology and the huge range of organisational environments in which it operates; it is in a state of constant evolution. Adopting ITIL can offer users a huge range of benefits that include:

- Improved IT services
- Reduced costs
- Improved customer satisfaction through a more professional approach to service delivery
- Improved productivity
- Improved use of skills and experience
- Improved delivery of third party service.

ITIL Lite

ITIL Lite is a shortcut for small to medium sized enterprises (SMEs) that are unable to implement all the ITIL processes and get the level of buy-in and commitment to fully implement the best practice concepts as defined by ITIL. SME IT organisations often have 10 or less staff managing hundreds of IT assets. The members of staff often have multiple roles across IT Support organisation which covers anything from helpdesk duties, network management to project management and purchasing. By the nature the environment is more often than not reactive and based on tactical goal rather than strategic. What they need are a set of simple processes and the tools that automate the core processes which allows for introduction of more strategy goals leveraging their existing infrastructure.
Setting the scene for ITIL Lite

There are some pre-requisites in order to start an ITIL Lite project; you will need at least someone devoted to the coordination of the implementation. You will also need a Service desk to act as a IT interface and finally you will need an ITSM tool, however remember that your processes should drive the tool not the other way around, but the tool can often offer guidance on best practice. Below is a visual example of the processes ITIL Lite addresses.

The core ITIL processes you need are:

**Incident Management** is the process that captures, track, assign and manage incidents and communicates with the end-user. ITIL defines an incident as any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to or a reduction in, the quality of that service. The stated ITIL objective is to restore normal operations as quickly as possible with the least possible impact on either the business or the user, at a cost-effective price. The benefits of incident management are:

- Reduced business impact of Incidents by timely resolution, thereby increasing effectiveness
- The proactive identification of beneficial system enhancements and amendments
- The availability of business-focussed management information related to the SLA.

**Problem Management** is the process that manages the lifecycle of all the problems including detection, analysis, resolution and prevention of incidents. Problem management also collects and analyse data about incidents for proactive problem solving. ITIL defines a problem as the cause of one or more incidents. The benefits of problem management are:

- Higher availability of IT services
- Higher productivity of business and IT staff
- Reduced expenditure on workarounds or fixes that do not work
- Reduction in cost of effort in fire-fighting or resolving repeat incidents.

**Change Management** is the process that ensures standardized methods, processes and procedures are used for all changes, facilitate efficient and prompt handling of all changes, and maintain the proper balance between the need for change and the potential detrimental impact of changes. In ITIL, change management is responsible for controlling change to all configuration items in the configuration management database, within the live environment, test and training environments. The benefits of change management are:

- Improves efficiency
- Reduces outages and downtime
- Serves as an audit trail for compliance
**Configuration Management** is the discovery and identification of hardware and software assets (CIs), configurations, tracking of changes, patch management and introduction of new assets. ITIL defines configuration management as the management and traceability of every aspect of a configuration from beginning to end, a process that tracks all individual Configuration Items (CI) generated by applying all of the key process areas in a system. The benefits of configuration management are:

- Increased control over IT assets through improved visibility and tracking
- Enhanced system reliability through more rapid detection and correction of improper configurations that could negatively impact performance
- The ability to define and enforce formal policies and procedures that govern asset identification, status monitoring, and auditing
- Improved asset maintenance through the ability to better utilize proactive, preventative, and predictive measures

**Service Level Management** is the definition, capture and measurement of the level of service to the end-user. ITIL describes service level management as the process that provides for continual identification, monitoring and review of the levels of IT services specified in the service level agreements (SLAs). Service level management ensures that arrangements are in place with internal IT support-providers and external suppliers in the form of operational level agreements (OLAs) and underpinning contracts (UCs). The benefits of service level management are:

- Setting more accurate service quality expectations and effectively measuring, monitoring and reporting service quality
- Providing the necessary flexibility for business to react quickly to market conditions
- Creating more accurate infrastructure sizing based on clearly defining service levels
- Avoiding or mitigating the costs of excess or insufficient capacity

**Implementing ITIL Lite**

The best approach to implementing ITIL Lite is use the Deming cycle

- **Plan**
  The planning phase will include goal identification, how to prioritise the work, include and communicate with the stakeholders and creating the project layout and plans. Remember this will a foundation for the future so build in growth and think it through.

- **Do**
  Create and individualise the processes, translate it into guidelines and train the staff. Don’t forget to outline the roles and responsibilities that apply to both teams and individuals and highlight where it will help them do their jobs.

- **Check**
  Do gap analysis, measure performance and identify threats.

- **Act**
  Address gaps and remember continuous improvement is a key component in creating a working IT service management program. Embed the processes and ITSM language in everything you do even outside IT.
How can TechExcel ServiceWise help?

Software alone cannot implement ITIL Lite within an organisation, however ServiceWise help with defining processes, process automation, workflow and asset management. TechExcel had designed ServiceWise to promote best practice, productivity and knowledge management to ensure it brings the right information and functionality to the users at the right time in the process. Much like the ITIL Lite process, TechExcel ServiceWise is designed to be efficient and flexible in its implementation and it leverages the existing infrastructure and does not require extra hardware, software or administrative tasks.

About TechExcel ServiceWise

TechExcel ServiceWise is a fully configurable and scalable software suite for helpdesk and service desk management and IT service management (ITSM). ServiceWise helps automate and streamline IT helpdesk activities with configurable workflows, process approvals, email integration, IT project management, and integrated knowledge management solution. The powerful features and ease of maintenance make ServiceWise a powerful solution for growing IT service organizations.

TechExcel ServiceWise helps you optimize your organization’s support process by providing your team with everything you need to exceed your customer’s service expectations. Through sophisticated process automation, knowledgebase management, and the availability of customer self service through the Customer Web Portal, your support team can resolve issues more efficiently and improve your bottom line. ServiceWise enables customers to refine support processes to increase efficiency and productivity while significantly decreasing overall support costs by reducing the time to resolve incidents. Best of all, TechExcel ServiceWise can be deployed under budget in days or weeks. Key benefits are:

- Act as single point of contact for user requests, user submitted incidents
- Intuitive user interfaces reduces training time and gets users up to speed faster
- Empower users with a comprehensive knowledgebase to dynamically search for solutions and advice
- Fast deployment with easy installation and automated upgrades
- Ability to automate reminders, review tasks, and approvals of any incident or request
- Out-of-box best practices for ITIL and the industry
- Choice of implementation options: choose hosted or on-premise installation

About TechExcel

TechExcel was founded in 1995 and is a specialist in knowledge-centric business applications with more than 1,500 customers in over 40 countries. TechExcel’s solutions provide enterprises with total visibility and actionable intelligence for all service desks, asset management, fully integrated service desk solutions support ITIL best practice and delivers improved financial performance, increased management functionality and organisational alignment.

TechExcel provides free evaluation copies of ServiceWise that can be downloaded from the internet at [http://www.techexcel.com/resources/](http://www.techexcel.com/resources/). Additional information about ServiceWise may be obtained by visiting the TechExcel website at [http://www.techexcel.com](http://www.techexcel.com) or by calling:

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